



SOLDIER FOR LIFE TRANSITION ASSISTANCE PROGRAM JOB LEAD

DATE OPEN: 7/6/2016

DATE CLOSE: Until Filled

Job title: Truck Service Supervisor

Location: Lancaster PA

Company: Unlisted

SALARY: Unlisted

SKILLS/DUTIES: In accordance with management directives this position provides supervision to Shop Service personnel and Clerical employees to ensure that all job assignments are carried out in the most efficiently prescribed means possible while reaching the highest attainable degree of quality and delivery performance.

SUMMARY OF DUTIES: This position may perform any combination of the following duties:

- Effectively manage truck shop service personnel, while fostering good management relations.
- Maintain existing sales and increase sales to existing and new customers.
- Maintain high level of customer satisfaction by identifying and resolving problems promptly.
- Manage service expenses and profitability.
- Maintain service Key Process indicators (KPI) results to acceptable levels.
- Effectively manage work in process (WIP) by ensuring work orders are closed in accordance with established timelines.
- Conduct regularly scheduled safety meetings and enforce all safety policies and procedures.
- Investigate and report on job related accidents or safety concerns.
- Coordinate outside vendor repair work with shop work in progress.
- Ensure all warranty requirements are met.
- Actively enforce all Company policies and procedures.
- Conduct performance evaluations.
- Assign building maintenance duties on daily basis.
- Operate basic office equipment.
- Perform other work related duties as assigned.

SUPERVISORY RESPONSIBILITIES:

This position will supervise other associates.

EDUCATION and/or EXPERIENCE

- Comprehensive knowledge of over the road trucks and their application.
- Thorough understanding of Company practices and policies in relation to the direction of the work force.
- Effective verbal and written communication skills.
- Ability to meet deadlines and handle multiple tasks.
- Ability to learn new systems and processes.
- Solid computer skills with a working knowledge of Microsoft Office products.
- Ability to read, understand, interpret and convey technical information.
- Strong customer service orientation.

How to apply: To apply for this position visit Caution-
<http://casy.msccn.org/JobSeekers/CreateAccount.html> < Caution-
<http://casy.msccn.org/JobSeekers/CreateAccount.html> > and Login or Register. Click on "Search Openings". Enter the Req # listed below in the "Auto req ID" field to search for the corresponding position.

Military Spouses may apply by logging in or registering here:
Caution-<http://msccn.org/JobSeekers/index.html> < Caution-
<http://msccn.org/JobSeekers/index.html> > Click on "Search Openings". Enter the Req # listed below in the "Auto req ID" field to search for this position.

Search for Req #: 159080BR - Truck Service Supervisor - Lancaster PA